



# THE DEN

News & Highlights from the City of St. Charles

March 2016  
www.stcharlesil.gov

## Upcoming Meetings

To see a complete list of meetings go to  
[www.stcharlesil.gov/meetings](http://www.stcharlesil.gov/meetings)

### Youth Commission

3.7.16.....6:00 p.m.

### City Council

3.7.16.....7:00 pm

### Government Operations

3.7.16.....7:05 pm

### Plan Commission

3.8.16.....7:00 pm

### Tree Commission

3.10.16.....7:00 pm

### Planning & Development

3.14.16.....7:00 pm

### Historic Preservation Commission

3.16.16.....7:00 pm

### Housing Commission

3.17.16.....7:00 pm

### Liquor Control Commission

3.21.16.....4:30 pm

### City Council

3.21.16.....7:00 pm

### Government Operations

3.21.16.....7:05 pm

### Plan Commission

3.22.16.....7:00 pm

### Government Services

3.28.16.....7:00 pm

## Spring Clean Up Dates Announced

*May 14 for East Side; May 21 for West Side*



The popular Spring Clean Up program will be back again this year, pending final approval of the FY 16-17 budget in April. Offered every two years, Spring Clean Up allows residents to place unwanted items at the curb for pick up. Collection dates are May 14 for East Side and May 21 for West Side. This is a service for residents within St. Charles city limits only.

Advanced Disposal will pick up items which must be placed on the curb (not in the street) before 7 a.m. to ensure pickup. Once collection crews have passed through an area they will not come back. Also, please do not place items out more than 48 hours before the collection.

Mark containers used to hold items with "Do not throw away." They cannot be retrieved once collected.

For more information about Spring Clean Up, contact the Public Works Department at **630.377.4405** or [pw@stcharlesil.gov](mailto:pw@stcharlesil.gov).

### Prohibited from Spring Clean Up—these items won't be collected:

- Electronics
- Large home appliances
- Loose batteries
- Household hazardous waste (paints, solvents, auto fluids, pesticides, etc.)
- Devices containing mercury (thermostats, thermometers, etc.)
- Fluorescent bulbs
- Liquids and gases
- Contractor construction debris (doors, windows, large amounts of lumber, masonry products, drywall, siding, roofing)
- Tires
- Yard waste (grass, leaves, brush, garden waste, rocks)
- Household refuse normally collected each week



CITY OF  
ST. CHARLES

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## Early Voting Available for the Primary Election

Early voting for the March 15 General Primary election is available at the Municipal Building, 2 E. Main St., March 7-11, from 9:30 a.m. to 3:30 p.m.

New this year, residents also can register to vote here during these times as well.



## Strategic Plan Goals Set Path from Vision to Reality

*The City's new Five-Year Strategic Plan serves as our North Star, helping us proactively shape our community's future.*

One important aspect of the plan is identifying goals for the City to reach in realizing its vision. The strategic plan identifies 41 goals, covering areas from economic development and citywide safety programs to thinking creatively and taking risks. The goals are categorized into short- and long- term, routine and complex, and focus on the following concepts:

- Facilitating economic development
- Committing to capital funding and investment planning that is sustainable
- Developing a comprehensive City financial assessment that is independent of the State
- Showing a willingness to think creatively and take some risk
- Promoting transparency and educating citizens on the value of local government
- Developing programs to protect neighborhoods and businesses

To see the top three goals in each category, review the Strategic Plan Summary Report [here](#).



## Keeping a Line on Taxes While Keeping the City Tidy



The City is always looking for ways to do more with less and keep its share of property taxes in line. One of the more creative ways we do that is with the Police Department's Community Restitution program. This program puts individuals to work performing chores for the City after they have been charged with traffic-related or other nonviolent crimes and sentenced to community service.

Now in its eleventh year, the program is overseen by Dan Orland, a retired Marine and former Drill Instructor who assigns defendants tasks based on their skill set. From pulling weeds, picking up trash or scrubbing graffiti to mowing, painting or light carpentry, Community Restitution

workers perform duties that save staff time or reduce the need for hiring contractors to complete. This helps contain costs which in turn helps the City keep its property tax levy in line.

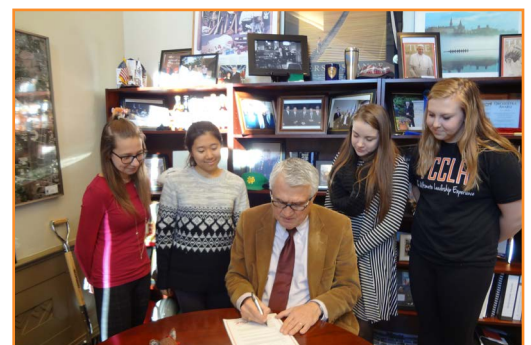
How much does the Community Restitution save? Since its inception in 2004, 2,284 workers have completed 167,190 hours of work for the City with an accumulated value of \$2.5 million!

Not only does the program save money, the work performed helps keep our City looking good all year long. For more information about the Community Restitution program, contact Dan Orland at [630.377.4435](tel:630.377.4435) or [dorland@stcharlesil.gov](mailto:dorland@stcharlesil.gov).

## St. Charles East Students Receive Special Proclamation

Mayor Rogina recently signed a special proclamation for members of the St. Charles East FCCLA, the Family, Career and Community Leaders of America national student organization. FCCLA members make a difference in their families, careers, and communities by addressing important personal, work, and societal issues through Family and Consumer Sciences education.

Every member has the opportunity to be in a leadership role and guide or direct others. Committee chairpersons or team leaders are often used to carry out community service projects or fundraising activities. Some examples include helping with the school's Turkey Drive & Angel Tree initiatives, assisting Fine Line Uncommon Threads Community Fashion Event, Building a Chair for the St. Charles Chair-ity Event, and other numerous family-related events.



# BUSINESS REPORT

## First Street Update



Building #1 steel work is done. Next items on the list are work on the indoor stairs and, weather permitting, masonry.

The ice melting has allowed for the installation of the Building #1 footing underdrain. Once this is backfilled, the excavation of the

City's public parking deck can continue.

Building #1 will include retail/commercial on the ground floor and the corporate headquarters of ALE Solutions on all three upper floors. The basement level has private parking for the building's tenants. The City is building a public parking deck just east of Building #1. More at [www.1ststreetstc.org](http://www.1ststreetstc.org). Or, contact the Community & Economic Development Department at 630.377.4443.

## What's New at The Quad?

*Cooper's Hawk Winery & Restaurants is Coming to The Quad St. Charles*



**COOPER'S HAWK™**  
WINERY & RESTAURANTS

Illinois-based Cooper's Hawk Winery & Restaurants announced they will be opening their 28th location

here in St. Charles at The Quad (the former Charlestowne Mall site). The upscale, modern restaurant features a winery and Napa-style tasting room.

They will build on an outlot of The Quad St. Charles, adjacent to the westernmost entrance drive off of Rt. 64/Main Street. Construction is scheduled to begin this summer, with an anticipated opening in summer 2017.

Read the official announcement from Cooper's Hawk [here](http://www.coopershawkwinery.com). Visit their website for more [www.coopershawkwinery.com](http://www.coopershawkwinery.com).

## More Business News

Keating Resources broke ground on a new CVS to be built at the northwest corner of Lincoln Highway/Rt. 38 and Bricher Ave – on the site of the former Charter One Bank. In addition to the 13,000 SF CVS, a second 4300 SF building also will be built on the site to be available for lease. The buildings are scheduled to be completed by fall 2016.

## PUBLIC SAFETY NEWS

### Text to 911 Now Available

*But service should only be used when you are not able to call 911*

Very seldom is an announcement made that introduces new technology that is followed with a plea not to use it unless absolutely necessary. But that is exactly what we're asking now that Text to 911 is available.

This service should ONLY be used as a last resort!

Texting emergency calls to 911 should only be used when making a voice call is not possible due to a speech or hearing impairment or if the caller's physical safety would be in jeopardy if they made a traditional 911 call. The limitations of texting to 911 make using it a last resort. As with all text messages, Text to 911 messages can take longer to receive, can get out of order, or worse yet, may never be received.

In situations where someone is hearing or speech impaired, has a medical emergency that renders them unable to speak--- or in instances like home invasions or abductions where the victim's safety would be put in peril if they tried to make a voice to 911 call--- the service can be a lifesaver. The best rule to remember is...

**Call if you can, text if you can't.**



## PUBLIC SAFETY NEWS

### Citizen Police Academy Applications Due March 14

*Get your applications in for the St. Charles Police Department's Citizens Police Academy March 22–May 19, from 7–9 pm, on Tuesdays and Thursdays in the department's training room.*

The Academy gives participants a better understanding of how the Police Department operates and what daily life is like for our officers. These free classes cover criminal and narcotics investigations, arrest and search procedures, courts, traffic stops, the K-9 unit, Taser, SWAT team, crime scene processing, and more.

The class is open to St. Charles residents, property and business owners and their employees, and approved St. Charles high school juniors and seniors.

Applications are subject to approval and include a background check. Pick up an application at the Police Department or [download one from the City website](#). Applications can be dropped off, mailed or emailed to Crime Prevention Officer Bill Tynan, 211 N. Riverside Ave., [btynan@stcharlesil.gov](mailto:btynan@stcharlesil.gov). For more information, contact Officer Tynan at **630.443.3847**.

### The Latest Issue of Police Beat is Out

The St. Charles Police Department Crime Prevention newsletter, *Police Beat*, is out. The newsletter offers helpful crime prevention tips, public safety information and police news. [Read it online](#). For more information, contact Crime Prevention Officer Bill Tynan at [btynan@stcharlesil.gov](mailto:btynan@stcharlesil.gov).

## PUBLIC WORKS NOTES



### 2016 SPRING HYDRANT FLUSHING SCHEDULE

*The Public Works Water Division performs annual hydrant flushing which opens the hydrants to allow water to flow rapidly through them. This improves water quality and reduces mineral build-up in the water mains. Hydrant flushing also ensures that hydrants are ready for emergency use.*

St. Charles is divided into four quadrants for hydrant flushing: Main Street (Illinois Route 64) divides the north/south quadrants, and the Fox River divides the east/west quadrants. General flushing hours are 5 a.m. to 4 p.m. Flushing schedule:

- Northwest Quadrant – Monday April 4 - Friday April 8
- Southwest Quadrant – Monday April 11 - Friday April 15
- Southeast Quadrant – Monday April 18 - Friday April 22
- Northeast Quadrant (West of Dunham Road) – Monday April 25 - Friday April 29
- Northeast Quadrant (East of Dunham Road) – Monday May 2 - Friday May 6

*Please note:* For more information, visit the [My Neighborhood](#) section of the City's website, enter your address and click on the City Services tab. Signs announcing hydrant flushing operations also will be posted in the area prior to flushing. Water is safe to use and consume during hydrant flushing, however, sometimes the water looks rust-colored. If you notice this:

- If possible, limit your water use.
- Wait until flushing is complete; then run the cold water tap until the water runs clear.
- Rust-colored water is safe, but may stain laundry. If this happens, keep clothes wet and treat them with stain remover.
- The City offers free stain remover at the Public Works facility, 1405 South 7th Ave.; Municipal Building Reception Desk, 2 East Main St.; and the Police Department, 211 North Riverside Ave.

For more information, contact the Public Works Department at **630.377.4405** or [pw@stcharlesil.gov](mailto:pw@stcharlesil.gov).



## PUBLIC WORKS NOTES

### Electronics Recycling to Close

The City is ending its Electronics Recycling Program. The program began in 2012 in response to the state ban on electronics in landfills.

Batavia and Geneva recently closed their programs and West Dundee announced their program is closing as well.

Since surrounding municipalities have stopped taking electronics, we have been inundated with materials. In addition, items not included in the program, such as furniture, have been left at the drop off site at the Public Works Facility.

Kane County residents can still take their electronics to the Kane County Electronics and Book Recycling events. The County's monthly collection is held from 8 a.m. to noon on the second Saturday of each month, April through November, at the County Circuit Court Clerk's Office, 540 S. Randall Road, St. Charles. More information is on the [Kane County recycling webpage](#).

### Celebrate Trees at the 2016 Arbor Day Celebration

The St. Charles Tree Commission invites you to join in the celebration of Arbor Day on Friday, April 29, at 4 p.m. in Lincoln Park on Main Street, west of Route 31. This annual event features something for everyone – music, art, a tree raffle, tree care demonstrations, free perennial giveaways, educational materials for homeowners and a special program written and presented by the 4th graders from Munhall Elementary School.



In addition, all are invited to participate in the City's Tribute to Trees as part of the celebration. Using the medium of your choice - photography, sculpture, watercolor, music, dance, computer or pencil and paper - create an expression of your appreciation of trees. Your work will be displayed at the St. Charles Municipal Building, 2 E. Main Street, from April 15-28. Works also will be on display at the Arbor Day celebration, where participants will receive special recognition. All ages are welcome to join in.

Submit your creative work no later than April 11, 2016. Include your name, address and phone number with your entry to the Public Works office by email at [pw@stcharlesil.gov](mailto:pw@stcharlesil.gov), with the subject: Arbor Day 2016 Tribute to Trees. You may also mail or drop off your entry to the City of St. Charles, Attn: Public Works- Arbor Day 2016 Tribute to Trees, 2 E. Main St., St. Charles, IL 60174. For further information contact Public Works at **630.377.4405** or [pw@stcharlesil.gov](mailto:pw@stcharlesil.gov).

Get your creative juices flowing and join in on the Arbor Day fun and celebration!

### Local Flood Awareness

St. Charles generally has not experienced wide spread damage due to flooding. However, there are local flood hazard areas throughout Kane County. Flooding from the Fox River, Ferson Creek, State Street Creek, 7th Avenue Creek and Norton Creek usually can be forecast in advance. However, flash flooding along these rivers and numerous tributaries to these waterways may occur suddenly and unexpectedly.

Visit the City's webpage, [www.stcharlesil.gov/flood](http://www.stcharlesil.gov/flood), for additional information and links to various flood-related sites. You also can find out if your property is in the 100-year floodplain, and access maps and other flood-related information at the Public Works Engineering Division, 1405 South 7th Ave. Elevation certificates dating back to the early 1990s also are available. Call the Public Works Engineering Division at **630.377.4486** for further assistance.

# PUBLIC WORKS NOTES

## Brush Collection for 2016

EAST SIDE OF RIVER	WEST SIDE OF RIVER
April 18	April 25
May 16	May 23
June 20	June 27
July 18	July 25
August 15	August 22
September 19	September 26
October 17	October 24

### BRUSH COLLECTION REMINDERS

- Brush should be put out before 7 am on Monday of the scheduled pick up.
- With cut ends facing the street, branches must be at least 3 feet in length and less than 12 inches in diameter.
- Do not tie bundles of brush with rope or wire and do not pile higher than 4 feet.
- Put branches on the parkway, in front of your house or along the frontage where refuse/recycling is collected.
- Please make every attempt not to park in front of the piles; crews will be unable to pick up the brush.
- For more information visit the City's website at [www.stcharlesil.gov/services/brush](http://www.stcharlesil.gov/services/brush).

### YARD WASTE

Yard waste collection will resume April 4-5 on your regular refuse days.

### STREET SWEEPING

With the onset of spring, the City will resume street sweeping.

## Streetlights are Repaired on Fridays

The St. Charles Electric Utility proactively maintains City streetlights, however, your help is always appreciated. If you notice a streetlight (not traffic signal) is out, flickering or needs repair, notify us either through the St. Charles Connect mobile app, with the [online service form](#) or call us at 630.377.4407. Include your name and telephone number so we may contact you if more information is needed. Streetlights are generally repaired on Fridays. Thanks for your help!

## Pay Your Utility Bill the Easy Way with Auto Pay

*The City is pleased to offer Automatic Bill Payment to our residential utility customers. No more writing checks! No more mailing payments! Auto pay customers will still receive a monthly utility bill showing the amount to be automatically withdrawn. The automatic withdrawal will occur on the due date shown on your bill.*

Simply fill out the online form on our website or download it and mail it to the City of St. Charles Utility Billing office, 2 E. Main Street, St. Charles, IL 60174. Please include a preprinted voided check with the enrollment form.

You must contact Utility Billing with questions about utility bill amounts at least five business days before the scheduled withdrawal date. Bank notifications regarding an invalid automatic withdrawal will be treated as a check returned unpaid by a bank. A disconnect notice will be issued, and the amount of the invalid withdrawal plus a Return Check fee will need to be paid by cash or money order.

For more information, contact Utility Billing at 630.377.4426 or [utilitybilling@stcharlesil.gov](mailto:utilitybilling@stcharlesil.gov).

## Do You Know What to Do If the Power Goes Out?



*Harsh springtime weather sometimes means unavoidable power outages. If your power goes out:*

- Check your circuit breakers.
- See if neighbors have lost their power, too, and then call 1.866.444.0016.
- Keep refrigerator and freezer doors shut. A closed refrigerator will stay cold for up to 12 hours.
- Leave on one light switch so you'll know when power is restored. Unplug other appliances so they aren't damaged when the power comes back on.
- If you have a back-up generator, equip it with a double-throw switch that will disconnect your home's circuits from ours. Throw the switch if you turn on the generator.

# PUBLIC WORKS NOTES

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## Water Use Surveys are being Mailed

*Survey Cards are being Mailed to St. Charles Residents and Businesses*

The City of St. Charles is conducting a water use survey of all water customers. The survey is being conducted by Aqua Backflow, a company contracted with the City to gather the survey data. All water customers are required to complete and return this survey, which takes only a few minutes.

The information obtained is used to ensure safe drinking water for all users by documenting if a homeowner has certain water-related equipment and if a backflow prevention device is installed. The Illinois Environmental Protection Agency (IEPA) requires the survey every two years.

A backflow preventer prevents reversal of the flow of the non-drinking water into the drinking water system in the home or business and into the public water supply. Examples of where these devices may be located are: lawn irrigation systems, boilers, hot tubs, ponds, fountains, fire sprinkler systems.

Please return all surveys to Aqua Backflow not the City, or fill it out online. If you have or require backflow protection, you may also be notified for testing, repairs or installations. Contact Aqua Backflow with questions at **847.742.2296** or [info@AquaBackflow.com](mailto:info@AquaBackflow.com).

## SPECIAL RECOGNITION

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### City Employee Races to the Rescue of Mother of Special Needs Child

*Another installment in the occasional series that spotlights the difference St. Charles employees make in the lives of others.*



This wonderful *Daily Herald* article features our own Stan Iglehart, fleet technician. Stan helped Heather McCollim and her 7-year-old special needs daughter Ava get their soap box derby car race ready. “Heather and Ava have been over on multiple occasions,” said Stan. “We prep her car before each race. I also help her out on race day.” Read the article [here](#).

Stan started racing in soap box derbies when he was 10 years old in Bowling Green, Kentucky. It was a fun hobby he and his dad could do together. Stan has been involved in Soap Box Derby racing ever since. He even passed on his interest to his children, Brad, Jamie, Claire, Melanie, and Grace, who began racing when they were eight years old; they’re now in their 20s.

“I try to make myself available to families who are going through some type of struggle in their lives,” said Stan. “We just really enjoy giving to others and helping them out. Throughout the year it is not uncommon to find a family at our house that needs some assistance with their soap box derby car. My wife Carol is a big part of that also as they usually join us for dinner.”

Recently, Stan has organized soap box derby races inside the former Charlestowne Mall. Upcoming races are scheduled for March 19 & 20. Boys and girls between 7 and 18 years old, with a parent or guardian can stop by between 9 a.m. and 2 p.m. and take a test run in an official soap box derby cars. For more information, visit [www.soapboxderby.org/geneva](http://www.soapboxderby.org/geneva).

### Fire and Public Works Departments Team Up for Emergency Drills

Fire Chief Joe Schelstreet and Public Works Director Peter Suhr recently coauthored an article about the importance of coordinating emergency operations and protection of critical infrastructure during a disaster situation. The article appeared in the January 2016 issue of *APWA Reporter*, a monthly publication of the American Public Works Association.

The article details the planning, training and testing of procedures the City undergoes to remain prepared in the event of a large-scale emergency situation. Read the article [here](#).

### Take Precautions to Prevent Nuisance Coyotes

*It's not uncommon to see a coyote around St. Charles. Coyotes have become a permanent fixture in rural, urban and suburban areas throughout Illinois, and they are not going away any time soon. The City of St. Charles has received reports of coyote sightings lately, so we would like to share these precautions and tips for dealing with coyotes:*

- Take away all unintentional food sources. If smaller animals are coming to your yard for food, coyotes will follow.
- Remove bird feeders, which often attract squirrels
- Don't feed feral cats or any other wild animals
- Secure your trash. If raccoons and skunks come for your garbage, coyotes will come for them.
- Never leave small pets unattended while they are outside; coyotes prey on smaller animals.

If a coyote does approach you, yell, stand up and wave your arms or throw something at it to scare it away.

For more information, [read this article](#) from the St. Charles Park District's Pam Otto, Manager of Nature Programs and Interpretive Services at the Hickory Knolls Discovery Center. It contains very good information and additional resources.



Photo Credit: Scott Fontaine

### Four \$500 Scholarships to be Awarded from IMUA

**Deadline is March 11**

The City is partnering with the Illinois Municipal Utilities Association (IMUA) to once again offer four \$500 scholarships to eligible high school students.

To qualify, applicants must be high school seniors whose parents or legal guardians are residential customers of City of St. Charles utilities. Eligible students must submit an application and essay of 500 words or less addressing their

choice of one of three utility-related questions. Applications and essays are due March 11.

The list of essay questions and applications can be [downloaded from the City website](#). They also are available at the front desk of the Municipal Building, 2 E. Main Street, St. Charles.

The scholarship program seeks to promote and recognize scholastic achievement, as well as create greater awareness among young adults of the many issues facing consumers and public power municipalities. This is the 16th year IMUA has offered the program. For more information, contact IMUA at **217.789.4632**.

### IDOT Lane Closures on Illinois 31 at Silver Glen Road

The Illinois Department of Transportation (IDOT) announced intermittent lane closures on IL Rt. 31 at Silver Glen Road beginning Tuesday, March 1.

IDOT is resurfacing and widening the roadway, performing storm sewer construction and installing a new traffic signal. The overall improvements will add a left turn lane from northbound Illinois 31 to Silver Glen Road and a right turn lane from southbound Illinois 31 to Silver Glen Road. The project is expected to be completed in Summer 2016.

Motorists can expect delays and should seek alternate routes. Drivers are urged to pay close attention to flaggers and signs in the work zones, obey the posted speed limits and be on the alert for workers and equipment.

For more information, contact Chris Kustes at IDOT at [christopher.kustes@illinois.gov](mailto:christopher.kustes@illinois.gov) or **224.238.7720**.



## COMMUNITY NEWS


The Kane County Flea Market has kicked off its 2016 season at the Kane County Fairgrounds, 525 South Randall Road, St. Charles. Shows are every first weekend now through December. More at [www.kanecountyfleamarket.com](http://www.kanecountyfleamarket.com).

The Steel Beam Theater's new show, "The Clean House," is running now through March 20. More at [www.steelbeamtheatre.com/calendar](http://www.steelbeamtheatre.com/calendar).

Are you a senior citizen who would like to learn about the different scams to watch out for? Join Crime Prevention Officer Bill Tynan, along with Central Kane County TRIAD, for this informative session. Come to Delnor Glen Senior Living, 975 N. 5th Ave. (Rt. 25), March 11 from 1-3 p.m. Coffee and dessert will be served. Reservations are necessary. Please call 630.443.8220.

Celebrate the 75th Anniversary of the Arcada Theatre with the St. Charles History Museum's 40s Night! Visit [www.stcmuseum.org](http://www.stcmuseum.org) for more.

THE ST CHARLES HISTORY MUSEUM PRESENTS  
**40s NIGHT AT THE ARCADE**  
THURSDAY MARCH 31<sup>ST</sup> 7 - 10 PM  
TICKETS \$40 MEMBERS | \$50 NON-MEMBERS  
VISIT STCMUSEUM.ORG FOR MORE INFORMATION



**Easter Egg Hunt!**  
**FREE!** Saturday, March 19  
10am • Pottawatomie Park  
*Meet at the entrance to River View Miniature Golf*  
**Grab your basket and camera...the hunt is on!**  
Parents and children should arrive at the park at least 15 minutes early to receive instructions and take a spot. Participants are asked to bring their own baskets to collect the eggs.  
**Ages 9 & under • Please limit your child to 10 eggs.**  
Sponsored by: **ST. CHARLES BANK** & TRUST COMPANY • **meijer**  
AWINTRUST COMMUNITY BANK  
**Pottawatomie Park • stcparks.org**



## 2016 <sup>ST</sup>Patrick's parade



The 2016 St. Patrick's Day Parade is March 12 at 2 p.m. The parade marches down Main St. (Rt. 64) and features Irish dancers, authentic Irish music, floats and more!

The parade is sponsored by the Downtown St. Charles Partnership. Volunteers area still needed. Opportunities include Pacers (keep the parade moving) and Marshals (direct parade entries). More information and volunteer applications at [www.downtownstcharles.org](http://www.downtownstcharles.org).



# COMMUNITY NEWS



Plant a Garden. Instead of spending money on tomatoes, potatoes and carrots, grow them! For every dollar you spend on seeds you get an average of \$5 worth of produce. When planning your garden, choose plants that are cheaper to grow at home than to purchase at the grocery store such as tomatoes, cucumbers and zucchinis.

## Public Transportation Options for St. Charles

### St. Charles - Geneva Call-n-Ride

For only \$1.75 per one-way trip, the St. Charles-Geneva Call-n-Ride offers reservation-based, curb-to-curb, public transportation service for the general public traveling within the designated service area bounded by Randall Rd., Highway 38/ State St., Kirk Rd., and the Union Pacific Railroad. Service is offered to the Metra UP-West Line Geneva Station, The Quad St. Charles (Charlestowne Mall), and Delnor Glen. Call **630.379.2452** to reserve your trip at least one hour in advance and up to one day in advance. The St. Charles - Geneva Call-n-Ride is wheelchair accessible. For more information, visit [www.PaceBus.com](http://www.PaceBus.com).

### Ride in Kane

Ride in Kane provides door-to-door paratransit services to more than 10,000 senior, disabled, and low-income riders throughout Kane County each month. The fare is \$4/trip. Registered riders may call **1.866.727.6842** to schedule a ride. To be eligible, residents need to be 65 years or older and/or have an RTA Reduced Fare Card. Residents living in St. Charles City limits who qualify can call the City's Utility Billing office at **630.377.4426** to register. More information about the program is available at [www.rideinkane.org](http://www.rideinkane.org).



## Now Find Us on Instagram @cityofstcharlesil

The City of St. Charles has launched an Instagram account – @cityofstcharlesil – to share and showcase the beauty, community pride and fun events that make St. Charles unique.

## City of St. Charles Directory

<i>Building &amp; Code Enforcement</i> .....	377.4406	<i>Fire Administration</i> .....	377.4458
<i>City Administrator Mark Koenen</i> .....	377.4422	<i>Fire Prevention Bureau</i> .....	377.4457
<i>Community Development</i> .....	377.4443	<i>Human Resources</i> .....	377.4446
<i>Development Engineering</i> .....	443.3677	<i>Mayor Raymond P. Rogina</i> .....	377.4444
<i>Economic Development</i> .....	443.4093	<i>Police Administration/Investigation/</i>	
<i>Electric Division</i> .....	377.4407	<i>Crime Prevention</i> .....	377.4435
<i>Engineering Division</i> .....	377.4486	<i>Public Works: Water/Sewer/Street</i> .....	377.4405
<i>Emergency Management Agency</i> .....	377.4416	<i>Refuse Pickup Information</i> .....	587.8282
<i>Flood Protection Assistance</i> .....	377.4486	<i>TDD</i> .....	800.526.0844
<i>Finance/Accounting</i> .....	762.7002	<i>Utility Billing: Electric/Water/Sewer</i> .....	377.4426
		<i>Electric Outage Hotline</i> .....	866.444.0016

**The Den** is produced by The City of St. Charles, 2 East Main Street, St. Charles, IL 60174  
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